

# A NEW BEGINNING

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By Carrie Bolton

My name is Carrie Bolton, I'm from Fair Haven, a small rural community in Upstate NY located on Lake Ontario. I am a New York State Certified Operations Specialist with IIB and D certification. It's a privilege to say that I'm the new EPA Training Specialist at NYRWA and so far, it's been very exciting!

September 20, 2021, Fred Holley turned the car keys, phone and his many years of knowledge

(5 mins. as he would say) over to me, to carry on the tradition of helping water systems to provide... "Quality on Tap". I will personally miss Fred, my Circuit Rider and friend for the many years he assisted us with his invaluable knowledge in leak detection and knowing the answers. I hope Fred enjoys his retirement spending time doing the things he loves.

During my time here so far, I've had the pleasure of meeting several Water Operations Specialists throughout New York, touring their facilities, and assisting some of my co-workers along the way. I can't say enough about how hard working and passionate these professionals are about their job and the responsibilities that go along with it. As an Operations Specialist myself (past and present) I can relate to the trials and tribulations you all go through during the year - working in difficult weather conditions including

weekends and holidays, to ensure your customers have water. With the growing rate of retirement in this field, now more than ever it is so important to "plan for the future". Training and working alongside your co-workers will not only help in the transition for them, but it gives you peace of mind as well. My job is to provide onsite assistance with Standard Operating Procedures (SOP), Emergency Response Plans (ERP), Vulnerability Assessment (VA) and Cybersecurity forms that will help keep your operations running in the same manner if you're not there. These documents are essential for your facility, keeping them updated and readily available at your fingertips if ever an emergency arises is crucial. I'm looking forward to my future here at NYRWA and meeting some of you along the way! 

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